

Town of Newmarket
Matthew Angell

Interim Finance Director

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Request for Information #15-0008

Information System Software

You are cordially invited to submit information for information system software. Prospective respondents are advised to read this information over carefully prior to submitting information.

One copy of the information document must be submitted to:

Finance Office
Town of Newmarket
186 Main Street
Newmarket, NH 03857

All information documents must be received by December 18, 2014 at 2:00 pm EST

Matthew Angell,
Interim Finance Director

Town of Newmarket
Request for Information – Information System Software
Number – 15-0008

1. Request for Information

The purpose of this Request for Information (RFI) is to assist the Town of Newmarket gain a better understanding of potential software solutions and overall costs. Responses will assist the Town determine an appropriate approach for analyzing, acquiring, and implementing a software solution. Respondents must identify any information they consider to be sensitive or proprietary. Respondents are encouraged to limit their use of sensitive and proprietary information. However, should responses contain sensitive and proprietary information, the information will be handled accordingly. Any information submitted will not be returned, and no payment will be made by the Town for such information.

This RFI is not a request for proposal and the Town will not award a contract pursuant to this announcement. No solicitation package is available at this time and requests for solicitation packages will not receive a response.

2. About the Town of Newmarket

The Town of Newmarket is located in the seacoast region of the State of New Hampshire, with a population of 8,938 in 2012 according to the US Census Bureau.

The Town's fiscal year 2015 budget is \$10,193,435; however, it collects the School District and County assessment totaling \$13,891,263. Currently, there are 52 full-time employees.

More information regarding the Town can be found on the Town's website at www.NewmarketNH.gov.

3. RFI Purpose

The Town is in the process of replacing its financial management software. It is also considering replacing any non-integrated software, should a reasonable solution be presented. The Town has the following modules and non-integrated software packages:

- Animal Licensing (Integrated)
- Accounts Payable . (Integrated)
- Accounts Receivable . (Integrated)
- Budget Preparation . (Integrated)
- Building Permits . (Integrated)
- Bank Reconciliation . (Integrated)
- Boat Registration . (Integrated)
- Cash Receipting . (Integrated)
- Fixed Assets . (Integrated)
- General Ledger . (Integrated)
- Human Resources . (Integrated)

Motor vehicle/Motorcycle Redbook . (Integrated)

Purchase Orders . (Integrated)

Payroll . (Integrated)

Property Taxes . (Integrated)

Planning and Zoning . (Integrated)

Utility Billing . (Integrated)

Assessing . (Non-integrated)

Recreation . (Non-integrated)

Fleet Management . (Non-integrated)

Permitting . (Non-integrated)

This notice is issued solely for information and planning purposes. It is not a solicitation and does not constitute a request for proposal (RFP. The Town may release an RFP and respond to questions at a later date.

If the Town releases an RFP, it may include:

- Performance based scope of work, technical and price quotations, evaluation criteria, and general terms and conditions.
- A set of system requirements.
- Information about the business process.
- Information about existing financial systems and architecture, including information about automated and manual interfaces.

4. Project Scope and Approach

The Town will consider numerous custom systems designed to implement the Towns business process. The custom systems include functions and features that were engineered to take advantage of technology available during development. The systems are tightly integrated, including shared tables and relevant data records.

a. Implementation Approach

Discuss the suggested approach for financial system implementation. Discuss important factors in recommending the approach and a recommended timeline.

Discuss implementation approaches that other customers have employed.

Discuss lessons learned on each implementation approach.

b. Scope

Discuss capabilities and integration of the financial management system and any recommended module or third-party interface to the system.

Discuss any third-party solutions that would be considered part of the overall solution.

Discuss user interface abilities with real-time system information or updating.

Discuss best practices for implementation of the financial management system.

c. Data Conversion

Discuss the tools, protocols, or other methodologies for converting existing data.

Discuss the lessons learned in prior implementations.

d. Support Services

Discuss the support services with the overall solution (i.e., help desk, integration guidance, and training)

e. General Questions

Discuss the overall solution's ability to perform the following functions:

- ACH vendor payments
- Citizens information portal
- Document scanning
- Work order module
- Tablet integration
- Remote access (hosted v. on-site installation)
- Financing options . lease, outright purchase,
- Contract management
- Project management
- Integrated permitting

f. Estimated Costs

Provide an estimated cost containing the purchase price, implementation, training and annual operating costs.

Discuss alternative purchase price options, such as lease purchase or no up-front costs.

5. Network Environment

The Town utilizes a MS Windows based environment.

6. Submission of Questions

Questions can be submitted via e-mail to Matthew Angell, Interim Finance Director at MAngell@NewmarketNH.gov.